GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:3253
ANSWERED ON:18.12.2015
Complaints against Banks
Charitra Shri Ram;Owaisi Shri Asaduddin

Will the Minister of FINANCE be pleased to state:

(a) whether Reserve Bank of India (RBI) has published a report on complaints received from customers about the services being provided by banks in the country;
(b) if so, the details thereof, bank-wise;
(c) whether Delhi and Mumbai are top cities where the maximum number of complaints have been received;
(d) if so, the details thereof and the bank-wise complaints received by the Government during 2014-15;
(e) whether number of complaints have increased as compared to 2013-14; and
(f) if so, the steps taken / being taken by the Government to ask the banks to fill vacant posts to give better services to customers in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a) to (f): Reserve Bank of India (RBI) has informed that it had published the Annual Report of Banking Ombudsman Scheme for the year 2014-15 which contains a detailed analysis of complaints received by the fifteen Offices of the Banking Ombudsmen across the country. Bank-wise details are at Annex-I.

RBI has informed that during 2014-15, the office of the Banking Ombudsman (OBO), New Delhi, received maximum number of complaints i.e. 14,712, followed by OBO, Mumbai which received 10,446 complaints. Bank-wise complaints received in OBO, New Delhi and Mumbai during 2014-15 are at Annex-II.

Compared with the previous year 2013-14, the total complaints received in the 15 OBOs in the year 2014-15 have increased by 11.2%. In OBO, New Delhi the increase was by 33.2% while in OBO, Mumbai it increased by 4.83% over the previous year 2013-14.

The banks do manpower planning exercise every year taking into account emerging business requirements as per employees expected to retire. The manpower planning exercise is done to recruit people to fill up vacancies caused due to retirement.
*****